



The City of Grove City Parks & Recreation Department

4035 Broadway, Grove City, Ohio 43123-0427
614-277-3050



Richard L. "Ike" Stage
Mayor

Online Registration FAQs

- **How do I register my household to register online?**

In order to register online, you must create an online ID. There are a couple of ways to do this depending on if you've ever registered for a program.

If you're new to online registration, but not new to Grove City Parks and Recreation

If you've registered for any program with the Grove City Parks and Recreation Department in the past five years, the staff has already built a household for you so you do not need to create a new account. You do, however, need to let us help you sign up to register online. To request an online account, call the office at 614-277-3050 or complete and return the Online Registration Request Form to City Hall. Mailed request forms will be processed within two business days, and the office will e-mail you confirmation of your account. Phone registrations are completed while you wait during business hours.

If you're new to Grove City Parks and Recreation and have not registered online, by telephone, in person or by fax

If you have *not* registered for a program with the Grove City Parks and Recreation Department in the past five years, you will need to build a household account. You can accomplish this by visiting the Grove City website, completing and returning the Parks Registration Form and Online Registration Request Form to City Hall or calling the office at 614-277-3050.

To register from the website, visit www.grovecityohio.gov and find "Parks Online Registration" along the left side of the screen. A new screen will appear. Click "New user or forgot password? Click here for help." From there, new users should click "Need an Online Account (New to Online Registration and Parks and Recreation)." Complete the information about your household (red, asterisked questions are required) and hit "Submit."

You'll be prompted by a message that your household information was added. Hit "OK" to add additional family members and your birth date (required). Once the primary contact's birthday is added and you hit "Submit," you'll be able to "Add More [Family] Members" or finish. A confirmation e-mail will be sent within two business days.

Please note, there is a maximum two business day turnaround time from when an online ID is created and when you will be able to register online. The office must confirm all online registration requests so you may register for an ID and sign up for a program in the same sitting ONLY if you set up your ID by telephone during business hours. Please plan accordingly.

- **How do I get to the online registration?**

To access the online registration software, visit www.grovecityohio.gov. Along the left main links, select “Parks Online Registration.”

- **Can I change my password?**

After you register and sign in, you can change your password by selecting “My Account” from the top menu and clicking “Change Password.” This screen asks for answers to the two security questions you defined when you first logged in. Enter and confirm your new password and click submit.

- **What should I do if I forget my e-mail address or password?**

If you forget your password, go to the online registration screen and select “If you have never registered online for a parks and recreation activity or forgot your password, click here for help.” Enter your e-mail address and security questions, then click “Submit.” Your password will be sent to you via e-mail.

If you forget your sign-in e-mail address (username), please contact the office at 614-277-3050 or e-mail parks@grovecityohio.gov.

- **Why did I receive the message, “No Matching User Name Found” when I tried to sign in to online registration?**

Try to reenter your e-mail address as it may have been entered incorrectly. If you receive the message again, contact the office at 614-277-3050.

- **I have a copy of The Source and know the class for which I’d like to register. What is the quickest and easiest way to register for this class online?**

After signing in to the registration system, hover the mouse over “Search,” then “Activity” and click “Search by Number.” In the Source, find the activity number of the class in which you’d like to enroll. The system will allow you to type in the first six digits of the activity number. Once those numbers are entered, click “Search.” All of the activities that begin with those six digits will appear. Click on the activity for which you’d like to register.

Once you select the activity number from the list of classes, select the family member you’d like to enroll and select “Checkout.” Please read and accept the terms and conditions to continue. From there, you’ll get the message, “You have been enrolled in the Activity you requested. What would you like to do next?” You may choose to continue shopping, view shopping cart or proceed to checkout. Once you have selected all the courses in which you’d like to enroll, choose to proceed to checkout and finalize your transaction.

- **If a class is full can a family member or I be placed on the waiting list?**







Yes. For full classes, the (#) note is replaced with “FULL” or “WAITLIST.” Clicking on these notes will tell you the number of people currently on the waiting list. To reserve a place on the waiting list, click on the activity number for that class as if registering normally. This opens the “Activity Enrollment” screen (“To enroll in an activity, please complete” appears at top of page). Choose “Continue to Add” to be placed on the waiting list or “Choose Another” to return to the previous screen. Payment information is not collected for individuals placed on waiting lists. If an opening becomes available, someone from the Parks and Recreation Department will call. If you choose to enroll at that time, payment will be arranged over the phone.

- **How do I browse classes online to know what is offered?**

The Source, the parks and recreation activity guide, is available as a PDF on the Grove City website at <http://parks.grovecityohio.gov/editor/files/departments/parks/source/theSource.pdf>. All classes are listed in this publication.

- **How do I find out more about a class I am interested in?**

You can obtain more information by clicking on one of the four notes buttons corresponding to each class listing. Information on the notes buttons includes class details: the location, cost, enrollment and waiting list numbers and additional information including ages and other notes.

	You will see this symbol next to all activities until you log in with a valid username and password. Only registered users are permitted to sign up for park district activities.
	Click this to see where the location where the activity is scheduled to be held.
	Click this to see a summary of the fees for an activity based on non-resident status. After you log in with a valid user ID you will see the correct price based on your residence.
	Click this for class size information including Max and Min counts how many participants are enrolled and the size of the waitlist if applicable. Registered members may join the waitlist at no charge if a class is full.
	Click this for detailed information about the activity including age/grade restrictions "no class" dates instructor info and a brief description of the activity.
	This icon indicates that the activity is full but in many cases members can join the waitlist at no charge.

- **Why didn't anything happen when I clicked on one of the notes buttons?**

A pop-up blocker will prevent a note from being opened. Disable the blocker to access notes. Also, only one note can be open at a time. If you try to open a second note, the first window minimizes and the second note does not open. If you cannot open a note, look for a minimized note at the bottom of the page and close it before attempting to open another.

- **Why am I unable to register for some programs online?**

Registration for team sports, P.A.R.K., Summer P.A.R.K., RecSchool, shelter rentals and Big Splash season passes require additional paperwork, program deposits and uniform size selection that cannot be handled online.

- **How do I receive confirmation that my Online Registration Form has been processed and I can now sign on?**

Your Online Registration Form will be processed within two business days. You will receive a confirmation e-mail with the temporary password once it has been processed.

- **I registered for a class online and now I want to change classes or cancel the class and get a refund. May I do that online?**

Unfortunately, at this time our software does not have editing capabilities. Changes and cancellations must be done in person at City Hall or by phone at 614-277-3050. Changes may be made during the original session before proceeding to the checkout.

- **What forms of payment are accepted for online registration?**

Both Visa and MasterCard are accepted as payment. Any credits to your household account also are available. Payments by cash and check are only available for registration in person or by mail. Gift certificate payments are only accepted in person at the Parks and Recreation office.

- **Is my credit card information secure if I use online registration?**

Online registration with Grove City is on a secure website similar to an online banking site. All credit card information entered is encrypted, and no registration attendants/employees have access to credit card information.

- **After I click on “Checkout” there are fields to enter credit card type, number, expiration date and CSC Code. What is my CSC Code?**

The CSC Code is a three-digit security code to help protect against fraud. It is located on the back of a Visa or MasterCard in the signature field immediately after the credit card number. If a CSC Code is entered incorrectly, the user receives an error message and is returned to the payment screen. Reenter the credit card information and verify the correct numbers are entered including the CSC before selecting “Go.” If a CSC Code is entered incorrectly, the card issuer puts a hold on the funds intended for payment, but does not authorize the transaction, and the transaction will not appear on your credit card statement.

- **Why was my credit card not authorized?**

In order to process your payment, the billing information on the payment screen must match the credit card exactly, including the name and billing address for the credit card. After 15 minutes without payment classes are removed automatically from your shopping cart.

- **Can another person pay for a class for a family member or me?**

Yes. When you get to the payment screen you can change the billing information and input another person’s name and credit card information.

- **What is the waiver that appears when I click on “Add to Cart?”**

This is the same “Hold Harmless Agreement and Release of All Claims” that is on the back of the registration form that participants or parents/guardians are required to sign when they register in person or by mail. If you click “Yes, I agree” it is considered an electronic signature of the form and you may proceed to checkout or to your next registration. If you click “No, I do not,” the system will not permit you to register and will return you to the enrollment screen.

- **Why can’t I print a receipt for my online registration?**

Adobe Acrobat Reader must be installed on your computer in order to print a receipt. Adobe Acrobat Reader is a free download. To install it on your computer, click on the Adobe logo on the first page after you sign in and follow the instructions. If you have Adobe Acrobat Reader and are still unable to print a receipt, select “My Account” from the top menu then “View My Shopping” and print the screen as enrollment confirmation.

- **Why am I unable to register one of my family members for any programs?**

Only family members who are registered to sign up online are listed in the drop-down box. To add a family member to your online household, call the Parks and Recreation Department at 614-277-3050. Please be prepared with the family member’s birth date when you call.

- **The system blocked my family member's registration for not meeting the age requirement, but he/she will be the correct age before the class ends. Why can't I register this person?**

Any person registering for a class or program must meet the age requirement on or before the date the class begins. If a family member does meet the age requirement and you still cannot register him/her for the class, please call the Grove City Parks and Recreation Department 614-277-3050 to have this person's birth date corrected in the database.

- **A family member has special needs. How do I notify staff so needed special accommodations can be made?**

The City of Grove City Parks and Recreation Department is committed to serving the whole community. All persons regardless of age, sex, race, color, national origin or religion are encouraged to participate. Our goal is also to include individuals with all abilities in our existing programs based on their need and ability. Groups or individuals serving special populations are welcome to contact the department to make program arrangements. Please feel free to contact our office at 614-277-3050 with concerns, questions or comments.

- **What do I do if the system is not operational on the day I want to register?**

If the online registration system is not available for any reason, you may register:

- In person at the Parks and Recreation Office, 4035 Broadway
- By phone by calling 614-277-3050
- By fax at 614-277-3090

Office hours are 8 a.m.-5 p.m., Monday through Friday.